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JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

JOB DETAILS

Job Title:	Neonatal Outreach Nurse
Pay Band:	Band 6
Department:	Neonatal
Directorate:	Acute Child Health
Clinical Board:	Children and Women
Base:	Noah's Ark Children's

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Senior Nurse
Reports to:	Outreach Manager
Professionally Responsible to:	Lead Nurse

Our Values: *'CARING FOR PEOPLE; KEEPING PEOPLE WELL'*

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things

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We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

To support the neonatal outreach team leader in leading the neonatal outreach team. To provide specialist nursing skills to support early discharge of babies home. The post holder is expected to supervise and teach junior staff including basic and/or post basic students.

The post holder in conjunction with the team leader will be responsible for the management of care for patients on the caseload; this includes assessment of needs, development, implementation and evaluation of programmes of care and the monitoring of standards, including liaison with other agencies.

To plan, implement and evaluate care of babies and their families working within the UHB policies, procedures and guidelines, providing advice regarding discharge planning. To manage the care of a group of babies delegated by the team leader. In conjunction with the team leader to be responsible for specialised home follow up care of babies who have been cared for on the neonatal unit and continue to have significant health care needs. Ensuring good communication with all members of the team involved.

To ease the transition from hospital to home, promote family centred care and act as a resource for both the hospital and the primary health care team.

To teach qualified staff and students.

DUTIES AND RESPONSIBILITIES

Main Clinical Responsibilities

To act as a role model within the Neonatal Unit, working with the parents/carers and the staff to ensure that high standards of care are maintained in the discharge planning process.

To establish contact with the parents/carers at an appropriate time to support and educate them in preparation for their baby's discharge home.

Act as a resource for all staff in relation to the specialist area of home oxygen therapy. Monitor the progress of babies with Respiratory Distress Syndrome with a view to determining promptly in those who will require oxygen therapy at home.

Be responsible for setting up the package of care for babies with complex health care needs. To coordinate the parental teaching programme and monitoring progress to ensure a safe discharge.

Ensure the parents/carers are supported holistically in the care of their baby and that any concerns are recognised and referred for follow up counselling if needed.

To be aware of the role in relation to child protection issues and to seek specialist advice and act promptly if there are concerns. Careful documentation and communication is essential at all times.

To attend ward rounds and Consultant clinics to ensure that communication is prioritised and the post holder continues to regularly update their knowledge.

All team members in conjunction with the team leader will refine and further develop clinical policies based on available evidence, for the care of babies both in the Neonatal Unit and the community.

Assess care needs and develop , implement and evaluate programmes of care to ensure high standards are maintained

Be responsible for monitoring these vulnerable babies after discharge in terms of growth and developmental progress. To monitor physical factors such as blood profiles and liaise with the designated medical team regarding optimum care.

E Reference:

To educate parents in the safe administration of medication and monitor levels and dosages to ensure optimum relief of symptoms.

To provide hospital equipment where needed and be instrumental in obtaining sustainable supplies within the community.

To monitor the oxygen therapy in keeping with the established protocols of twice-weekly visits to monitor oxygenation and weekly overnight saturation traces. To liaise with the Neonatal Consultant involved regarding weaning the oxygen safely.

Work in close liaison with colleagues in the Neonatal Unit, the Primary Health Care team and other agencies, ensuring appropriate referrals are made to optimise care.

Attend planning meetings where complex matters of care need to be discussed in a multi-disciplinary setting.

The post holder should be able to work independently to assess and prioritise care and be aware of the appropriate courses of action to take in emergency situations in the home environment. To be aware of the need for a baby to be reviewed by the medical team involved and the criteria for readmission to the hospital.

To undertake pre- discharge home visits where necessary to establish the family's ability and readiness to care for their child

To be responsible for care and advice to parents/carers by telephone contact and undertake home visits where necessary. At all times to be aware of the need for health promotion, health education and accident prevention

To be available to act as a resource during a readmission to paediatric ward and assist with discharge planning

Communication with the Primary Health Care Team should be a priority in terms of comprehensive discharge summaries from the hospital. Any interventions should be documented clearly in the parent held records.

When the baby is due to be discharged from the Outreach Service This should be communicated clearly to all health care professionals involved. Future lines of communication should be explained to the family involved to avoid confusion.

The post holder should be able to set up and administer the RSV programme.

The post holder should be able to facilitate a nurse led blood clinic

Protocols and guidelines for clinical procedures should be strictly adhered to in the home environment.

CLINICAL AND PATIENT CARE RESPONSIBILITIES

To act as a role model within the Neonatal Unit, working with the parents/carers and the staff to ensure that high standards of care are maintained in the discharge planning process.

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To be aware of the role in relation to child protection issues and to seek specialist advice and act promptly if there are concerns. Careful documentation and communication is essential at all times.

To attend ward rounds and Consultant clinics to ensure that communication is prioritised and the post holder continues to regularly update their knowledge.

SERVICE AND QUALITY IMPROVEMENT

All team members in conjunction with the team leader will refine and further develop clinical policies based on available evidence, for the care of babies both in the Neonatal Unit and the community.

COMMUNICATIONS

Work in close liaison with colleagues in the Neonatal Unit, the Primary Health Care team and other agencies, ensuring appropriate referrals are made to optimise care.

Attend planning meetings where complex matters of care need to be discussed in a multi-disciplinary setting.

FINANCE AND RESOURCES

Manage your own finance in relation to expenses incurred during work time.

Work within the agreed budget for the ward/clinical area, demonstrating an excellent understanding of financial value of the resources utilised within the clinical area and approaches to ensure best value for money.

PERSONAL AND PEOPLE DEVELOPMENT AND PEOPLE MANAGEMENT

Work collaboratively with the Learning, Education and Development Department (LED) and with academic organisations directly where appropriate in order to ensure excellence in the student learning experience offered in the ward/clinical area/area.

Establish an understanding of the evidence-base for practice and assume responsibility for own practice.

Contribute to /coordinate the provision of ward/clinical area and UHB wide teaching as appropriate to specific areas of expertise and evidence based knowledge

Develop and utilise ward/clinical area based competencies for all staff groups, ensuring their use by new starters and promoting the review and refresh of competencies for current ward/clinical area based staff as they are developed.

Actively participate in your own Values Based PADR seeking support as appropriate to develop your own skills, knowledge and competencies. Take responsibility for your own NMC Revalidation.

Help in the staff recruitment cycle for new nursing team members whilst also taking steps to promote retention and enhance the well-being of staff working within the team.

Promote the development of a cohesive team through ensuring the effective induction and settling in of new staff members within the team.

INFORMATION PROCESSING

Ensure that legible nursing records are maintained in a timely manner throughout the nursing service, fully utilising current, approved nursing documentation and actively promoting and role modelling the use of e-documentation as appropriate to clinical area.

Ensure that nursing data and patient information is stored safely and correctly and in accordance with data protection legislation and UHB policies and procedures.

Ensure that the nursing team are kept up to date on current legislation and guidance re: information governance and challenge poor practice as required.

Develop and continually improve the knowledge and skills required to ensure the effective use of the relevant IT systems required in the clinical area

Liaise effectively with appropriate support teams to facilitate this work stream e.g. ESR team

Provide accurate and timely organisational workforce and performance data/information as required in line with UHB's managerial systems and processes

HEALTH, SAFETY AND SECURITY

Assess and manage risks associated with health and safety issues and reports untoward incidents.

Take all possible precautions to safeguard the well-being, welfare, health and safety of staff, service users, visitors and the public by implementing all policies related to health, safety and risk.

Ensure all incidents are appropriately reported via E-Datix

E Reference:

To be aware of the protection of adults at risk amongst the service users/families.
Report any concerns in accordance with UHB policy.

To be aware of safeguarding of children amongst service users/families. Report any concerns in accordance with UHB policy.

Attend own statutory/mandatory training and ensure that all team members are also supported to attend/undertake required training.

EQUALITY AND DIVERSITY

Recognize the importance of people's rights and maintain own knowledge base to ensure that all actions are in accordance with legislation, policies and procedures.

Promote and support the rights, responsibilities and diversity of patients and their families/carers and relate with kindness and empathy to all concerned.

Respect the privacy, dignity, needs, beliefs, choices and preferences of patients and carers, supporting the development of the care environment to be able to appropriately respond quickly and discretely to those with particular needs/protected characteristics.

Identify and take action when own or others behaviour undermines equality and diversity. Ensure own and the wider nursing team's current knowledge base is maintained in relation to potential need to access spiritual/multi-cultural faith support for patients/carers/staff.

Act as a patient advocate at all times

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should

immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.

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- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate noncompliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone

discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or nonbelief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.

- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared: July 2024

Prepared By: Rebecca Pockett

Date Reviewed:

Reviewed By:

E Reference:

PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Neonatal Outreach Nurse	Department:	Neonatal
Band:	Band 6	Clinical Board:	Children and Women
Base:	Neonatal Intensive Care Unit		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Current NMC Registration Degree level or above Neonatal QIS Qualification	Home Oxygen Course Teaching and Assessing Course Teaching/Coaching qualification	Application Form Certificate Check Registration Card – Nurse/AHP

E Reference:

EXPERIENCE	<p>Extensive experience of neonatal intensive care</p> <p>Knowledge of legislation pertinent to role</p> <p>Able to demonstrate sound knowledge of NMC Code (2018)</p> <p>Experience of working in a multi-professional environment</p> <p>Experience of mentoring pre- registration nursing/midwifery students</p>	<p>Experience of working in a Band 6 role</p> <p>Community experience/qualification</p> <p>Experience of leading a team</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
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<p>SKILLS</p>	<p>Able to demonstrate an awareness of professional issues and developments.</p> <p>Evidence of leadership skills</p> <p>Excellent (verbal/listening/written) communication skills</p> <p>IT skills</p> <p>Able to relate theory into practice through reflective skills</p> <p>Good knowledge of information governance/data protection requirements</p> <p>Able to demonstrate research based practice</p> <p>Ability to delegate and prioritise work load</p> <p>Able to manage time effectively</p>	<p>Ability to speak Welsh</p> <p>Counselling skills</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<p>SPECIAL KNOWLEDGE</p>	<p>Awareness of specific problems associated with babies cared for on the Neonatal Unit and their ongoing needs.</p> <p>Safeguarding knowledge and experience</p> <p>Advanced clinical skills</p> <p>Evidence of effectively implementing change in the clinical practice</p>	<p>Welsh Speaker</p> <p>Evidence of research and audit work</p> <p>Sound knowledge of HR policies</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

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	Evidence of commitment to and understanding of mentorship/reflection/clinical supervision.		
PERSONAL QUALITIES <i>(Demonstrable)</i>	Ability to work within a team and independently Flexible to meet the needs of the service Able to work under pressure Supportive of families and colleagues. Pleasant disposition Caring nature Enthusiastic Assertive attitude Positive change agent		Application Form Interview References
OTHER <i>(Please Specify)</i>	Ability to travel across Cardiff and the Vale in a timely manner		Interview Document Check*

Date Prepared:	July 2024	Prepared By: Rebecca Pockett
Date Reviewed:		Reviewed By: Mary Glover